



PAN AFRICA CHRISTIAN UNIVERSITY

MASTERS OF ARTS IN LEADERSHIP

END OF SEMESTER EXAMINATION

**DEPARTMENT
LEADERSHIP**

**COURSE CODE
MAL 502**

**COURSE TITLE
TEAM BUILDING AND CONFLICT MANAGEMENT**

**EXAM DATE
April 2021
TIME
Duration
3 hours**

INSTRUCTIONS

- Read all questions carefully.

ANSWER **Question ONE** and **one** question from **section B (20 Marks)****SECTION 1**
(Compulsory)

QUESTION ONE

You are CEO of 21st Century Corporate Staff Development Agency. Never At Ease Company has contracted you to develop its workers to become a self-managing team. Demonstrate ways in which you are going to carry out this task. (10 Marks).

SECTION 2 (Answer ONLY ONE Question from this section)

QUESTION TWO Teamwork is the single most important aspect of an institution's growth and development. The team leader is the key determinant of this success based on how he/she decides to treat his /her members. Team work is a product of sharing-sharing interest, information, responsibilities, and credit. Evaluate EACH of these concepts clearly showing why each of them is critical for a firm's success. (10 Marks)**QUESTION THREE**

Sylvia, a member of your team has lately been having issues with Nancy, her colleague. The Board has asked you as the Human Resource Director of the Company to deal with this issue. Drawing from the lessons learnt in this course, demonstrate how you can bring this matter to rest.

(10 Marks).

QUESTION FOUR

A recent disagreement in your place of work has escalated to a full-blown conflict. The Board of management has asked you to explain the genesis of this conflict and how it can be resolved. Using HAUGCKS' 5 LEVELS OF CONFLICT, discuss how this can be done. (10 marks).